Major Initiatives 2006-2007

- Implement Radio Frequency Identification (RFID)

- Implement marketplace approach to delivering services

- Measure service delivery against comparable libraries

- Employ multiple customer satisfaction measures to assess service quality

- Assess value of library services to community

- Implement cost efficiencies to meet increasing demand

Carlsbad City Library
Balanced Scorecard
2005-2006

The Balanced Scorecard is a performance management system used worldwide to translate strategies into tangible objectives and measures. The scorecard allows us to gauge our success in delivering library services from a variety of perspectives, setting the stage for monitoring the Library's progress and planning for the future.